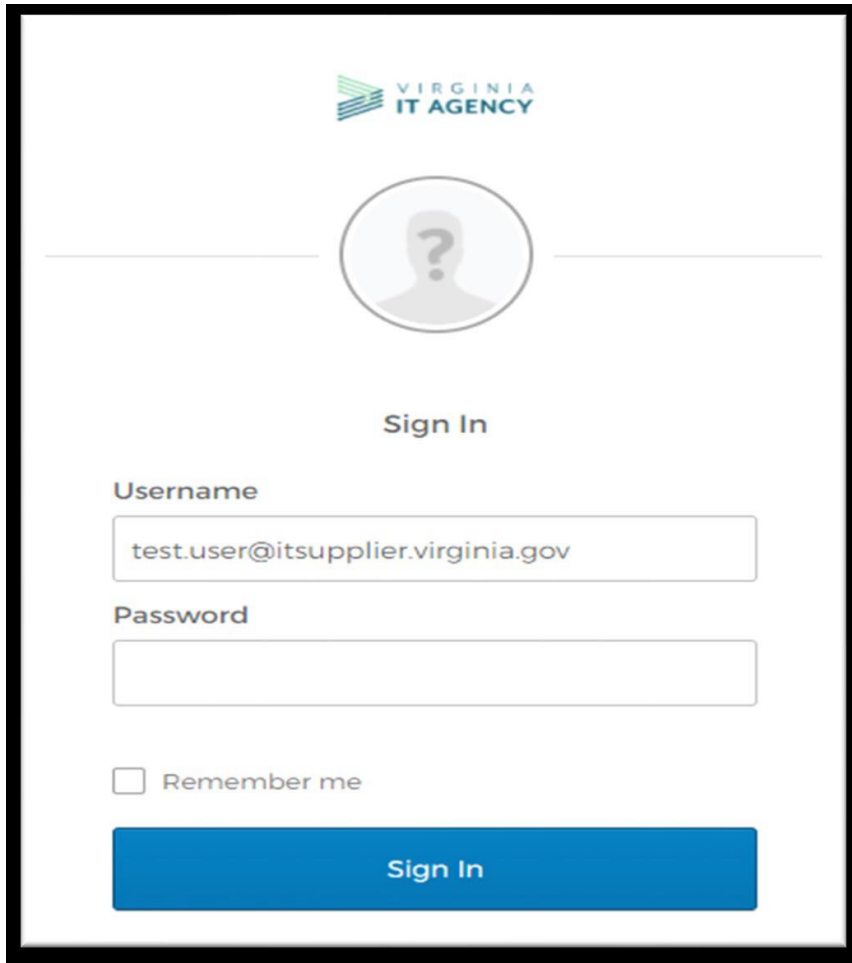**You must know your current VIM password and have the Google Authenticator App installed on your mobile device to proceed. If you don't know your current VIM password, contact the help desk for a VIM External Auth account password reset. (866) 637-8482.**

**You can download the Google Authenticator app from the Apple App Store or Google Play Store.**

1.Navigate to https://virginia-ex.okta.com/ using your email address and password you created when requesting your VIM account.



Create your account by setting up the following:
1. Secondary Email
2. Forgot password question
3. Add phone number to reset or unlock your account via text message
4. Add phone number to reset or unlock your account via phone call
5. Choose security image

(See image on next page)

# Welcome to virginia-ex, Mary !
Create your virginia-ex account

☑ ◉ Secondary email

🔒 **Choose a forgot password question**

What is the food you least liked as a child? ▾

Answer

📱 **Add a phone number for resetting your password or unlocking your account using SMS** (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

➕ Add Phone Number

📞 **Add a phone number for resetting your password or unlocking your account using Voice Call** (optional)

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.
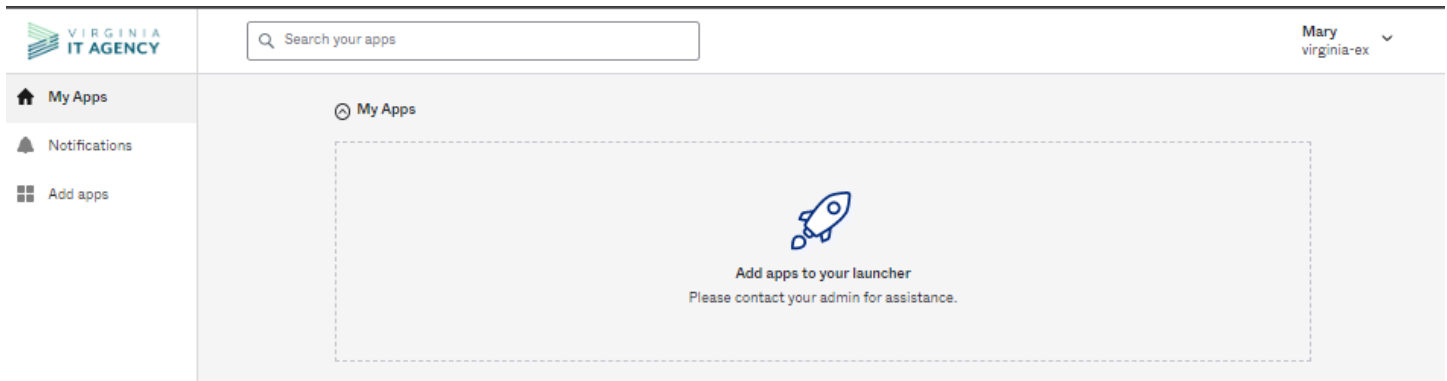
➕ Add Phone Number

🖼 **Click a picture to choose a security image**

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create My Account

**3.** Once created your dashboard will display



**Creation is complete you can now reset your VIM password and unlock your account.**